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**BEFORE THE ARIZONA CORPORATION COMMISSION**

7  
8 IN THE MATTER OF THE JOINT  
9 APPLICATION OF CITIZENS UTILITIES  
10 COMPANY; AGUA FRIA WATER  
11 DIVISION OF CITIZENS UTILITIES  
12 COMPANY; MOHAVE WATER DIVISION  
13 OF CITIZENS UTILITIES COMPANY; SUN  
14 CITY WATER COMPANY; SUN CITY  
15 SEWER COMPANY; SUN CITY WEST  
16 UTILITIES COMPANY; CITIZENS WATER  
17 SERVICES COMPANY OF ARIZONA;  
18 CITIZENS WATER RESOURCES  
COMPANY OF ARIZONA; HAVASU  
WATER COMPANY AND TUBAC  
VALLEY WATER COMPANY, INC., FOR  
APPROVAL OF THE TRANSFER OF  
THEIR WATER AND WASTEWATER  
UTILITY ASSETS AND THE TRANSFER  
OF THEIR CERTIFICATES OF PUBLIC  
CONVENIENCE AND NECESSITY TO  
ARIZONA-AMERICAN WATER  
COMPANY AND FOR CERTAIN RELATED  
APPROVALS.

DOCKET NOS. W-01032A-00-0192  
W-01032B-00-0192  
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W-01595A-00-0192  
W-01303A-00-0192

COMPLIANCE WITH DECISION NO. 63584

Arizona Corporation Commission  
**DOCKETED**

FEB 20 2003

DOCKETED BY

**INTRODUCTION**

19 In Decision No. 63584 ("Decision"), the Arizona Corporation Commission  
20 ("Commission") allowed for the sale of Arizona-based water and wastewater assets from  
21 Citizens Communications Company ("CUC") to Arizona-American Water Company ("Arizona-  
22 American"). The transaction closing date was January 15, 2002. One condition contained in the  
23 Decision requires Arizona-American to file a report outlining a comparison of the total number  
24 of customer complaints received by the Commission for utility operations under both CUC and  
25 Arizona-American for the year prior to and after the transaction closing date.  
26

1 The report is also required to provide an explanation of any significant changes on the  
2 number and importance of customer complaints received between the two comparative periods.  
3 This compliance filing is intended to fulfill the reporting requirements set forth in the Decision.

#### 4 FINDINGS AND ANALYSIS

5 This analysis compares the number of complaints received by the Commission during  
6 January 15, 2001 through January 14, 2002 (Period 1) with those received by the Commission  
7 during January 15, 2002 through January 14, 2003 (Period 2). Additionally, this report further  
8 breaks down the complaints received by the Commission during Period 2 in order to analyze  
9 their nature, and explain why changes in their number has occurred.

10 During Period 1, there were a total of six (6) customer complaints against Citizens Utility  
11 Company filed with the Commission. There were also two (2) customer complaints filed in  
12 January 2002 in connection with then existing Paradise Valley Water Company (Arizona-  
13 American) operations. These were the only customer complaints filed for the Paradise Valley  
14 operations during that one-year interval. The total number of customers as of January 15, 2002  
15 (end of Period 1) for these combined systems was 112,918 water/wastewater customers.

16 During Period 2, there were a total of forty-eight (48) customer complaints filed with the  
17 Commission out of a total of ninety-seven (97) inquiries for the combined operations under  
18 Arizona-American. The total number of customers as of January 15, 2003 was 116,792  
19 water/wastewater customers.

20 During Period 2, a number of significant business changes occurred that Arizona-  
21 American believes directly contributed to the increase in customer complaints after January 15,  
22 2002. The two most notable changes included a conversion of the company's customer  
23 information system (CIS) software, and the transition of certain customer service tasks from the  
24 local operating company to a nationally centralized customer service center under the American  
25 Water Works Company ("AWW") umbrella.

26 However, of the 48 total complaints and 49 other inquiries received by the Commission

1 during Period 2, Arizona-American received no complaints about meter leaks, line pressure or  
2 water quality. See attached Exhibit 1. In fact, the majority of complaints involved such issues as  
3 disputed bills, high estimates and billing errors. While Arizona-American recognizes that such  
4 administrative errors are important to correct, the Company submits that the rise in the number of  
5 complaints received by the Commission during Period 2 does not suggest any increase in  
6 operational deficiencies, or pose a threat to the health and safety of customers.

#### 7 **Customer Information Software**

8 The first change affecting the number of complaints involved standardizing and  
9 upgrading the billing and customer service support software for all of Arizona-American's  
10 operation within the state. Prior to the transaction closing date, both Paradise Valley and CUC  
11 had been using different customer billing and information systems provided by vendors Data  
12 General and Banner, respectively. The former CUC companies converted to a new customer  
13 information system, known as ORCOM, on January 15, 2002. The former Paradise Valley  
14 Water Company operations were converted on April 1, 2002. These changes were necessary in  
15 order to integrate all Arizona-American customers into one CIS, allowing for increased  
16 operational efficiencies and an improved bill format that provides additional information to the  
17 customer. Further, this effort was undertaken in order to eliminate the duplicative costs which  
18 would have resulted had Arizona-American chose to continue supporting two independent CIS in  
19 Arizona.

20 While integrating this new CIS software into the former CUC system took some effort,  
21 Arizona-American is continually working on its CIS software system to improve its  
22 responsiveness to customers. In many instances during Period 2, billing errors or other  
23 complaints were resolved to the customer's satisfaction. See attached Exhibit 2.

#### 24 **National Call Center**

25 The second significant change during Period 2 was the transition of certain customer  
26 service tasks from Arizona-American to a nationally centralized service center. The business

1 purpose was to capture the economies of scale in support of like functions for American Water  
2 Works subsidiaries, after cost-benefits had been identified. Located in Alton, Illinois, the new  
3 Customer Service Center (CSC) handles billing, collections and service requests for many of  
4 American Water Works' subsidiaries. The CSC commenced operations on April 21, 2001,  
5 integrating the conversions for Arizona-American's CIS on January 15, 2002 (CUC) and April 1,  
6 2002 (Paradise Valley). The CSC is now operational on a 24-hour basis, and is staffed by  
7 professional customer service representatives familiar with water and wastewater system issues.

8 As evidenced by the attached two Exhibits, many of the complaints or inquiries received  
9 by the Commission were of an administrative nature, which allowed the Company to target  
10 specific areas for improvement. Arizona-American is continuing to work with the CSC to  
11 improve the quality of service for its Arizona customers.

#### 12 CONCLUSION

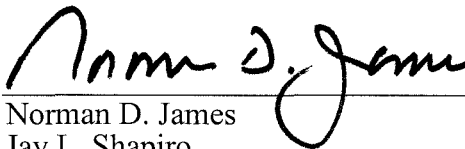
13 Although the number of complaints for 2002 represent a very small percentage of  
14 Arizona-American's total customer base for 2002, Arizona-American and CSC personnel are  
15 working cooperatively on a forward-going basis to improve customer service and reduce the  
16 number of complaints from Arizona customers. Arizona-American is also taking a proactive  
17 approach in looking at its regional customer service practices, and reviewing procedures to  
18 increase its ability to meet customer needs and expectations. Finally, although the number of  
19 complaints received by the Commission has risen between Periods 1 and 2, their nature does not  
20 illustrate any risk to the health and safety of customers – issues about which Arizona-American  
21 received no complaints during Period 2 under the combined operations of the Company.

22 Arizona-American respectfully submits that it has complied with the obligation set forth  
23 in the Decision.



1 RESPECTFULLY SUBMITTED this 20th day of February, 2003.

2 FENNEMORE CRAIG

3  
4 By 

5 Norman D. James  
6 Jay L. Shapiro  
7 Attorney for Arizona-American Water Company

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## **Exhibit 1**

## Arizona Corporation Commission Inquiries

TYPE	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
High Bill							2		1	3	1		7
Estimates						1	4	1		1	1	1	9
Non-Pay		1	1		2					1			5
Main Ext.													0
Cust. Svc			1		1	2	2	2	2	1	1	2	14
Meter Leak													0
Pressure													0
Water Quality													0
Off In Error										1			1
New Service													0
Disputed Bill	1	3	2	5	5		2	3	3	2		1	27
Billing Error				1			1	2		3			7
Other		2		1		1		3	1	5	1		14
Prepay							1	1				1	3
Deposits		2		1					1	1	2		7
Wrong Mailind addr					1	1				1			3
<b>TOTAL</b>	<b>1</b>	<b>8</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>5</b>	<b>12</b>	<b>12</b>	<b>8</b>	<b>19</b>	<b>6</b>	<b>5</b>	<b>97</b>

## **Exhibit 2**

2002  
ARIZONA  
COMPLAINTS

Complainant	E-CIS Acct #	Type of Complaint	Date Received	Formal or Informal	CSC Actions	Corrective Follow Up: Trend ID	Company Follow-Up Action	
Lane, Charles		Billing	03/11/2002	Informal	Cust was given a credit in Dec for \$17.36 on a bill for \$17.71. He has no idea why and no one else seems to know. Jan bill is \$56.?? Called in Feb to complain about high bill. Meter checked out ok. Feels something is wrong and wants to know what. Normal usage is approx \$22/month.	Spoke to cust 3/18/02. Told cust I will print out a detailed bill history and review before contacting him on 3/22/02 with update.	7/1 per Carl vmt: s/w cust and resolved all issues, cust was happy. Closed	CSC - Explanation / Pre conversion billing issue
Worth, HD	23-0088974-4	Customer Service	03/18/2002	Informal	Cust complaining about last 3 bills which seem confusing. Has called numerous times with a promise that a super would call him, but no one has.		4/4 returned cust call. He finally recvd a bill. Still not happy because he recvd a past due notice. Called utility and Amy will have someone call consumer.	CSC - Explanation
Ruosi, Charles	2301194938	Billing - Disputed	04/15/2002	Informal	Cust claims he is being charged for usage prior to when he moved into this address. Cust says they moved in on 2/22/02 and are being charged for usage for the prior month.	Notes by Joan Ruf - 7/1/02. Staff returned Karl Wilkens call from 6/28/02 regarding closure to file number 15109. Since co nor staff knew if this is an issue, staff called cust number and recording activates advising caller that "at cust request, serv was temp disconnected". Staff faxed file to Co on 7/1/02.	7/2/02 (notes by Connie) s/w Carl, cust requested svc turned into his name on 1/22/01 and on 2/21 cust cld and asked why he had not recvd a bill. After investigation, co found they had not closed orig turn on ticket for 1/22 and rebilled cust for the svc from 1/22. Billing is correct. Cust was unable to be contacted at the number on the complaint. Still an active cust and all bills paid. Closed.	No one - Billing was correct

Complainant	E-CIS Acct #	Type of Complaint	Date Received	Formal or Informal	CSC Actions	Corrective Follow Up: Trend ID	Company Follow-Up Action	
Willse, John	2300635386	Billing - Other	04/30/2002	Informal	Very upset because utility is requesting that he show pymnt proof for 9, 10, and 11/01 billing. Cust is angry because he was paying his bill to Citizens at the time and feels that AZ Am should contact Citizens for those records. Cust has already shown proof of Dec pymnt. Cust would like to be contacted about why co doesn't have billing records and what they plan to do to fix the problem.		Co has informed that credits have taken place and address is correct. Close.	Conversion - Lack of information and History
Nunn, Donald		Billing	05/06/2002	Informal	Customer is owner of property and he is disputing water usage for the last year.	Will have meter tested. Schedule 5/15/02	5/14 conference call reviewed billing and confirmed \$35.50 is owed. 6/19 Test results recvd. Meter tested 1% fast. Meter replaced at cust request. Closed.	No one - Billing was correct / Meter tested ok
Francavilla, Frank		Other	05/15/2002	Informal	Cust states he has not recvd a bill for 9 mos. 2 wks ago he recvd a notice on his door that his water would be disconnected that day. He contacted the co and asked for bill. Has not recvd anything. For about 4 mos now something was dug in his back yard next to his meter and no one has returned to finish this job.		Because cust made attempt to contact co and co had incorrect zip code, co agrees to overlook the picking of the lock if cust will pay total amount (\$108.50) today and water will be turned on within the day.	Before Transition / Field
Franklin, Susan		Customer Service	06/14/2002	Informal	Customer contends she cannot reach co on phone.		6/21/02 Carl Wilkens reports that there is nothing wrong with the line the cust called. Closed	CSC - Busy Phone



Complainant	E-CIS Acct #	Type of Complaint	Date Received	Formal or Informal	CSC Actions	Corrective Follow Up: Trend ID	Company Follow-Up Action	
Benson, George		Customer Service	06/18/2002	Informal	Cust complaining about problems in reaching co. He called utility at 7pm and was on hold 30 min before he hung up.	6/21 Carl Wilkins will check in to problem. Call center handles 31 states and hold time can be up to 30 min. 7/1 New employees hired on to handle western regions	7/1 returned call to Carl Wilkins for update. He called cust on 6/21 and left voicemail with no response. Closed.	CSC - Busy Phone
Teri, Diane		Billing - High/Low	06/18/2002	Informal	Very upset because her bills are est much higher than actual. Meter currently reads approx 30,000 gals of usage since 2/02 (started at 0). She receives bills for 23,000 gals/month. When she calls, she is told that reads are est because co can't gain access. The meter is on the road. Cust would like an actual read. She will gladly pay an actual usage bill which is usually around 8000/month not 20,000.		Co responded by informing that an actual read was obtained at 29,000. Because the cust informed that previous was 18,000 cust was billed for 11,000/gals + usage fee on a 1" meter. The bill comes \$58.06. 6/20 called cust and explained that previous bills were est and the current, actual read acts as a catch up bill. Cust does not like that co can est bills, but understands where she stands with billing. Close	Field - Estimated bills
Burso, Rocco		Repair Issues - Costs	06/27/2002	Informal	Cust is upset because a rep from co drove next to his meter box and cracked the connection on his side of the meter and service line. While bill is not outrageous, there is a leak. Cust would like co to fix the damage they have done on his side of the meter as they are responsible for the damage.		Carl Wilkins went to the cust home to see exactly what was broken. When he arrived, he was told that nobody actually saw the truck run over the meter box, that the broken part was fixed (\$7) and there is no longer a leak. Because meters had est reads this past month, Carl does not feel that his employee ran over the meter box and will not be reimbursing the cust \$7. Because this a legal issue that will have to be proven in a court of law, ACC has no jurisdiction. Close.	Field - Damage to property



Complainant	E-CIS Acct #	Type of Complaint	Date Received	Formal or Informal	CSC Actions	Corrective Follow Up: Trend ID	Company Follow-Up Action	
Hunt, Crystal	2301179038	Billing - Meter Read	07/02/2002	Informal	Cust has recvd 4 est bills in the last 6 mos. Co rep advised it is because they are short staffed. Cust finds bills confusing. Does not like it that co is est bills, the meter is in the front yard. Cust wants 6 month history of bills.	7/10 Left message with sister that co will be out to reread meter and obtain an accurate read and to disregard the current est bill. Left name and # for a call back. 7/11 Called cust, left message. Will advise cust of co response and re-read info when call beck recvd.	7/10 Spoke to Carl Wilkenson. Cust acct has only been est once (6/25/02). Co is to schedule a meter re-read for this afternoon and make the appropriate adjustments on a new billing statement. Cust may disregard the current bill and await a corrected bill. If cust read her meter @ 1170 on the 1st and it coincides with re-read, co will use the 1170 read as an accurate read. 7/11 Accurate read was obtained 7/10 at 1172. Because cust read meter on first, co will use the 1170 read as the new billing info. Cust will be rebilled correctly and should receive correct bill within 5 business days.	Field - Estimated bill
Blankenship, Joan		Billing - High/Low	07/05/2002	Informal	Cust claims every month bills are incorrect. She has a 56 space park which should be billed at \$560/month. This month's bill reads that 72.8 spaces were full (doesn't have that many) as it was estimated for 39 days and the usage day of 56 was "x'ed out. Cust agrees she owes \$560 and has paid that. the remaining \$157.45 is disputed as she doesn't owe it and when this happened before, the next month's "catch up bill" was not correct	7/10 Co called and informed that Joan is due credit, billing is on hold until amount is determined.	7/10 Cust called and informed of what co is doing. Co also called to ask why they are charged per space whether the space is occupied or not. 7/15 l.m. for Joan telling of credit amount. Close. 7/16 Spoke with Carl Wilkins and cust has been credited entire bal.	Conversion - Billing issue

Complainant	E-CIS Acct #	Type of Complaint	Date Received	Formal or Informal	CSC Actions	Corrective Follow Up: Trend ID	Company Follow-Up Action	
Walker, Bob	2300941586	Billing - Meter Read	07/09/2002	Informal	Customer is complaining of estimated bill that is 3X more than his average. Cust has only lived here 9 mos, so usage from same month of previous year does not apply. His preceding months usage was 4000 gals, where does co get 21,000? Cust has auto pay and feels he should not have to pay this high est bill. Cust is also complaining that there is no local number. He has a cell phone and trying to get through the toll free# is unbearable. He went in person to speak to a supervisor and was told no one was available.	7/10/02 Customer was in yesterday and was advised that spvr was in an interview, so cust could wait or leave his name and #. Cust became irate and questioned why he was being refused. CSR again gave him the options of waiting or leaving his number, but cust said he was calling the ACC.	Cust acct was established 10/01, therefore there was not a cust same time, previous year. Rules state to estimate using last months usage. Billing dept did not follow this rule and therefore in violation of such. Carl will direct this concern with the billing mgr. 7/10 Called cust. Informed him to disregard current bill, co is going to re-read his meter and issue an accurate corrected bill. Discussed his concerns about the phone # and that co is short staffed but in process of large hiring to fulfill co cust service. 7/11 Called cust and left msg. Will relay re-read into to him and explain response. Close.	Field - Estimated bill
Saper, Joel		Billing - High/Low	07/10/2002	Informal	Lives in Mich and rarely goes to his home in PV. Last bill, when he was never there was for \$700. Cust says that bills are never less than \$200. Cust feels that bill is much greater than usage. Would like meter tested by ACC. Informed cust that a charge would be assessed if meter is blwn 97 and 103%.	S. O. scheduled for high use investigation. Meter scheduled to be pulled 7/15/02.	Meter tested at 99.75%, 74%, and 0% for the 3 tests run. When meter was delivered, it was noticed that dial could/would easily come off which is common for this brand of meter (NEPTUNE). This fact is said because yard guys are notorious for taking these dials off and watering yards/homes without being noted on the meter. It should be looked into by the cust if the company saw this and place the dial back on so that cust would be charged for the water used. Close.	No one - possible water theft

Complainant	E-CIS Acct #	Type of Complaint	Date Received	Formal or Informal	CSC Actions	Corrective Follow Up: Trend ID	Company Follow-Up Action	
Harrison, Pam		Billing - Meter Read	07/23/2002	Informal	Customer has est meter read complaint. Service was just established in June. Cust has no acct w/co prior to that. Est bill is \$90. Where did est come from if cust has never had service before? Cust called co and was told next bill is also est and it is \$34. Wants an accurate read and billing adjusted accordingly.		7/24 Recvd call from Carl Wilkins. An accurate read is scheduled for today. The system is estimating incorrectly. Estimate was based on previous resident. Next bill has not been est at \$34; cust is not up for a read yet. 7/24 Obtained accurate reading. Cust will receive a corrected bill with a credit from the overcharge of water consumption.	Field - Estimated bill
Brennan, Terry		Quality of service - Can't reach company	07/25/2002	Informal	Received letter dated 7/17/02 from Business Mgr. Letter addresses inability to reach company.	7/25 Called cust and was told to call back tomorrow. 7/29 I called and spoke to customer. He was finally able to reach company. His complaint was that he tried to reach the co for almost a month and was always placed on perpetual hold. What if there is an emergency?	I called Carl at AZ Am. He stated that their call center handles calls for 29 states and that they are currently working on expanding their work force to accommodate more customer calls. Also, the 800 # has a prompt to route emergency calls to a different area. File closed.	CSC - Busy Phone
Roe, Mary Beth	77683	Quality of service - Response time	07/26/2002	Informal	Customer contents co pulled her meter on 7/12/02. This was done because of high reading in 5/02. Has contacted the co several times, but nobody will tell her anything. All she knows is that the water is shut off. Please advise and call cust. 7/26/02 Results from meter test were put in to ECIS.	8/6/02 Called ACC with meter test results. Called and left message for cust to call me.		No one - Gave good will adjustment



Complainant	E-CIS Acct #	Type of Complaint	Date Received	Formal or Informal	CSC Actions	Corrective Follow Up: Trend ID	Company Follow-Up Action	
Koon, Ronald	1000017	Billing - Other	07/30/2002	Informal	Cust upset because he has recvd an est bill for the fourth month and when he calls utility he is advised they will read it next month.	Scheduled read on 7/30/02. Called ACC and left message 7/30/02. Cust has been est 2 consecutive mos. Told ACC we'll get actual read and rebill. Per our rules, we are allowed to est 2x. ACC agreed but satisfied we are going to get reading.		Field - Estimated bill
MacBride, Winfield		Billing - Disputed	08/05/2002	Informal	Cust complaining because she called co on 7/30 to disconnect service and through their auto system she left her request. She followed up and found service still working on 8/5/02 and is now being told the disconnect will not be until 8/16/02.	8/6 Carl Wilkins called cust and apologized for any problems caused by the auto system. He agreed to disconnect 8/6 and make the effective billing date 7/30. Customer agreed	8/6 closed with utility response and cust contact.	CSC - IVR
Asher, Alicia	83902	Quality of Service - Response Time	08/09/2002	Informal	Cust claims she owns the property on this complaint. On 3/14/02 she requested that water be shut off. She recvd confirmation via tape recording, however the service is still in her name. A new tenant occupies the property. She called again to shut off service on 6/28/02. This time she wanted something in writing. She had to fax a rental agmt with the new party, which was sent on 6/30/02. Recvd confirmation again that it would be done, but today the service is still in her name. Why is this taking so long? Contact cust.	Spoke to ACC about complaint, 8/12/02. Left message for customer to call me, 8/12/02.		CSC - IVR

Complainant	E-CIS Acct #	Type of Complaint	Date Received	Formal or Informal	CSC Actions	Corrective Follow Up: Trend ID	Company Follow-Up Action	
Hudson, Christopher		Other	08/23/2002	Informal	Customer recvd high bill of \$140.74. Normal bills are \$14-\$19. This is vacation home. Cust claims when co came to reread meter, meter was not moving indicating there was no leak. The bar chart seems to indicate very low consumption for 5-6 months, then a spike, followed by a low consumption month. Please investigate.		Reviewed acct usage history service order comments and cannot find a reason for the spike. Also verified was not a misread. Called ACC left message - 8/28/02. Spoke to acc about usage and that all readings were correct and what day we verified. Went over usage history. ACC satisfied and Closed. 9/3/02	No one - Customer Billed Correctly
Palmacido, Louis		Billing - Disputed	08/29/2002	Informal	Cust contends that his bill was figured at the wrong levels or tiers for July/02. After talking to AZ water, he says they acknowledged that they overbilled him by 31,000 gals. He claims and says co agrees, he should have only been billed for 10,000 gals - and he submitted a pymt of \$33.51. He read the meter which created this conflict. On the next bill (Aug), the utility is still reading his meter by the wrong level. His bal reflects a bal of \$37, which again makes all his levels and tiers still off. Please advise.			Field - Mis read

Complainant	E-CIS Acct #	Type of Complaint	Date Received	Formal or Informal	CSC Actions	Corrective Follow Up: Trend ID	Company Follow-Up Action	
Turnett, Barbara		Billing - Disputed	09/04/2002	Informal	Cust upset about co deducting a pymt of \$90.77. She recvd a denial notice so to prevent disconnection she mailed in a check. Please contact cust and confirm auto withdrawal is established. Also complained service rep was snippy.		9/10 Karl Wilkins called cust, reviewed billing and cust is happy. Closed.	CSC
Coffman, Margaret		Billing - Disputed	09/13/2002	Informal	Cust complaining about double billing since July 2002. She has called numerous times and has been told by co that the problem will be cleared up, but it has not been.	9/17 utility response from Karl Wilkins. Ledger indicating that the customer has been delinquent several times since May 2002. Copy of the cust acct showing the missed pymts were provided.	9/17 Called customer. No answer 8:30am. Mailed copy of complaint and ledger for them to review.	CSC - Explanation
Hornspein, Henry S	2300186828	Billing - Disputed	09/16/2002	Informal	9/16 Cust is disputing the current charges of \$23.52. Contacted co on 8/19 on automated system and left a message to shut off service on 8/26 due to move. She recvd bill for service up to 9/11. She wanted to know why she is getting billed for Sept if she has now moved and also notified the co to shut off service. Please advise.	9/18/02 Complaint close with utility's response, ACC contacted the cust. Happy to hear of the action that co was to take. Will call if she does not receive bill by 10/11.	Acct has been reviewed. Service order was scheduled for 9/9/02 for disconnect (14 days later due to a system glitch when trying to schedule for 8/26/02) and the read was 560. Have requested that cust bill be canceled and acct given the appropriate adjstmnt then re-billed. Acct on hold until 10/16/02 to give cust time to pay final bill so acct will not go to collections.	CSC - I/R



Complainant	E-CIS Acct #	Type of Complaint	Date Received	Formal or Informal	CSC Actions	Corrective Follow Up: Trend ID	Company Follow-Up Action	
Whitehill, Richard		Deposits - Refunds	09/17/2002	Informal	Cust is upset because she gave a deposit of \$65 and \$40 to Citizens water and AZ has no record of it. Cust has receipts and would be glad to fax, but wants it recorded that she did put down these deposits.		Spoke to Mr W. We show a deposit of \$40 on 6/19/01 and it is due to be refunded. I informed him that deposit will be applied back to his acct with 6% interest. Also explained that \$65 was not a deposit, but a meter set fee. It is refunded on an annual basis at 10% of the fee per year for 10 yrs, and he should see it on his Nov bill. Customer is satisfied.	Conversion - Depos
Olsen, Charles R	105308	Disconnect/Terminations - Other	09/17/2002	Informal	Recvd letter of complaint dated 9/16/02 from part time homeowner in Bullhead City, who came home to discover that water was shut off. Cust has his pynt auto withdrawn from bank from co. Call to cust service office confirmed disconnect because records had indicated that water had not been used in 3 months and policy is to turn it off. Cust requested reconnect, but was told that it could not be done on weekend. Cust upset that he was not informed of this policy or even notified prior to termination.	9/19 Co has already addressed issue directly w/cust prior to cust contacting ACC. It is not co policy to d/c svc if there is no usage, and this issue has been addressed directly to the csr's. Co will do a follow up written correspondence to cust perm address as there is no phone# to contact directly.	Unknown	

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Strong, Mae		Billing - Disputed	09/23/2002	Informal	Customer complaining about billing through 9/7 when she actually disconnected on 8/30. When cust calls utility she cannot reach a person.	10/11 Closed with utility response and no further customer contact	We have no record of the customers request. I have checked utility contacts. There also was no record of VRM message left by customer for the request to disconnect service on 8/30/02. The only service order that was scheduled was a FORCE OFF order which is generated when a new customer goes into service and auto removes the old cust from billing. When a cust calls they have the option of leaving a message with their request. No record of her request.	CSC - IVR
Rawley, Lloyd		Quality of Service - Response Time	09/27/2002	Informal	Customer contends he contacted AZ American in late Aug about the timing of his bills. Bills either due the last part of the month or the first of the month. Does not want credit to be ruined.	CSS talked with Karl Wilkins from AZ Am. Mr. Wilkins states that the co is trying to have this cust acct changed to a preferred process acct. But, as yet they have not been able to. He will call cust and update the ACC.	10/11 per Karl, will place him on preferred due date which will give him until the 12th of the month. He will call the cust to advise. Closed.	CSC - Due date
Fluker, Christy		Billing - Disputed	09/30/2002	Informal	9/30/02 Cust is disputing the total bill for this month. The bill states that she used 108,000 gals of water for a total of \$305.90. Her last bill was \$76.10. When she called the co they asked if she had a leak and she said no. She knows she didn't use this much water.	10/9 Co sent a tech to re-read the meter. Found out that the meter was misread. Will talk to billing dept to cancel that bill and send the cust a rebill of the correct charges. Cust will probably receive new bill on Mon. If she doesn't, have her call me. I will discuss billing charges with her.	10/9/02 Complaint close with utility's response, acct was re-billed. Cust can contact Karl Wilkins at the water co office.	Field - Mis read



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Brown, Melinda		Billing - Other	10/01/2002	Informal	Cust claims water service was mistakenly shut off in Mid-Aug. She contacted the utility co in Bullhead City and they admitted it was by mistake. But now she is being charged a reconnect fee of \$25. This fee was supposed to be removed in Aug.		10/7 Reconnection fee was reversed and co left voice mail message for cust.	SSC - payment not posted in timely manor
Martin, Charles M	2300169840	Billing - Meter Read	10/01/2002	Informal	Recvd correspondence 9/30/02 that meter was read incorrectly and had there been someone in the Sun City West office that cust could have spoken to to correct the misread, this would have been corrected before billing got involved and messed everything up including invalid d/c of svc.		Documented for record purposes only. Close.	Billing Error
Loverde, Mary		Billing - Disputed	10/02/2002	Informal	Cust disputes water bill, which has reflected \$60 or so since Feb/02. House has been vacant. Co says charges are on the sewer end. Charges previously ran \$22/month.	10/7/02 Acct put on hold until 11/29/02. Co states cust does not owe anything on the bill until they find computer glitch causing problems on her acct.	11/8/02 Karl Wilkins called the ACC as well as the cust as the problem is a computer glitch on the sewer side of the bill. AZ Am has issued cust an adjmt of \$74.94 and customer only owed \$4.67 which has since been paid. Closed	Field and CSC /Billing error
Weintraub, Norma		Disconnect	10/02/2002	Informal	Customer indicates that her service was disc in error on 9/30/02 late afternoon. Her address was not the one listed on the notice left on door. Customer called co who said they would send someone out. They did not apologize for the mistake and she had to wait almost 4 hours to get water turned on.	10/3 Karl called and advised that he will write letter to customer apologizing.	On 10/3/02 at 10:12am, Staff called customer's home # and spoke with Norma and advised that co mgmt will be sending a letter to customer apologizing for the disconnect in error. Customer indicates that is all she wants is an apology since she knows that errors do occur at times.	Non-pay in error

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Shenton, Christopher	2300841125	Other	10/07/2002	Informal	Cust has recvd his 2nd disc notice in 5 months. Current notice is for his Sept bill which was mailed 9/10 for \$27.14. The notice was recvd 10/4. Very concerned because he is often out of town and could have missed the notice and come home to a mess. Now he again has to go to the bank to get a copy of his check to prove his pymt was processed.		10/11 Karl. Co is having a problem with Mellon Bank where all pymts are sent on Shared Service. He will call cust and offer their autopay service which will bypass all the problems (3 times for this cust) they are experiencing with Mellon Bank. It will be easier for cust since it will require no drop offs and will stop any disconnect or late pymt prob now happening.	SSC - payment not posted in timely manner
Faron, Geraldine		Billing - High/Low	10/07/2002	Informal	Cust claims that after AZ Am was digging in her meter box, she recvd a bill for over \$300 when her usual bill is about \$50. Co told her to pay what she thought she owed (\$70). Cust says she didn't water yard until after the bill came that month. Then she watered extra to get the yard green again, but the next bill was still only slightly higher. She feels that the reps digging in her yard had something to do with the high bill.	10/9/02 Spoke w/Carl who informed that the leak was on the co side of the meter which would in no way affect the cust side. The meter had been read and reread which is the device that measures water usage. Carl also noted that cust yard looked overirrigated.	10/10/02 Spoke with customer. While she doesn't like the conclusion, she understands that the meter is the device which measures how much water has flowed through the meter. Close.	High Bill / Field did some digging at stop box
Harrach, Manfred		Billing - High/Low	10/08/2002	Informal	Cust is disputing current bill. He has lived at this home for over 11 yrs and is used to paying under \$18/month. This month it doubled. Was the meter misread? Could the co pull the meter and have it tested? What is the charge?	10/9 Co sent a service tech to re-read meter. To his discovery the meter was spinning fast, at the rate of 1 gal/minute. Tech walked around property and didn't see any water leaks. Something is on either inside or under the home. Charges are sustained.	10/9 Complaint close with utility's response. Tried to contact cust. No answer, no machine. 10/10 called cust but no answer. Will mail him a copy of complaint. Unable to reach cust via telephone.	No one - Customer had leak



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Clancy, Mary		Billing - High/Low	10/10/2002	Informal	Son is filing complaint on behalf of his parents who do not speak English. They recvd an unusually high bill for \$128.39 and when he called the utility customer service he was advised his bill had been est and this was a correction. Also the customer claims to have called the utility about the correct billing address of PO Box 298, Peoria, AZ 85380	10/17 Recvd call from Karl. On 9/24 co went out to check meter due to lt from cust. Prior to pulling meter, noticed the dial was slowly moving. Pulled meter and had it tested. Cust meter was found to be all accurate, mailed cust a copy of results. Co spoke to cust again and another order to check meter will be scheduled for today.	Cust does have swim pool and large lot. Customer will use more water in summer months and less now that it is cooling off. With dial slowly moving, there is a possibility of a leak somewhere that has not yet been detected. Co will call staff back with recent meter test results. Cust history supports high usage. 10/25 tried to contact cust. Not avail. 10/30 Left msg for cust that usage history supports high usage and that there might be unknown leak somewhere on cust premise. Close.	High Bill
Vasquez, Martin	56420	Billing - Meter Read	10/15/2002	Informal	Consumer has lived in this house for 43 years and recvd high bill in Sept for \$424.48. October bill is under \$50. She was recently remarried and had her sprinkling system redone prior to the Sept bill. While she was away her daughter watched the house several times per week.		Spoke to Donna in Billing. Will give cust courtesy adjustment of \$96.52. Bal - 48.05. Closed 10/29/02. Spoke with Brad (ACC).	EST - Bill
Beltman-Lewinger, Frances	129070	Billing - High/Low	10/25/2002	Informal			Office estimate 8/16 - 67,000 gals. Spoke to Billing. Had read of 4061. Will adj accordingly. 11/8/02 Closed	Billing error

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Hoyt, Ann		Billing - Billing Unclear/ confusing	10/29/2002	Informal	10/29/02 Customer received two bills this month and doesn't understand why. Husband passed away several months ago. She is sure that the last bill under his name was paid in full, but now she has a bill in his name.	Acct has been put on hold. 11/13/02 Karl at AZ Am can't locate copy of cancelled check due to the move from one office to another. He has asked customer to get him another copy. He has given her a courtesy credit of \$28.	Call center handled this complaint. Husbands final bill of \$21.26 was adjusted bringing her account current. Customer is happy. File closed.	Disputed Bill
Tubiola, Patricia		Billing - Disputed	10/30/2002	Informal	Customer claims to have paid \$28 on her \$27.33 bill. She is still getting billing. She went to Bulthead City Office and presented a copy of cancelled check to them.	Customer does have a deposit on the acct, but it will not be refunded back to her because of her credit history with the co. Customer would need to close this acct to get the money back.	11/13 Complaint close with utility's response. Customer given a one time courtesy credit of \$28.	Other - payment not
Brogdon, Deborah Ann		Deposits - Refunds	11/01/2002	Informal	Cust indicates she paid \$40 security deposit on 8/16/01. AZ American took over Citizens, and does not require a security deposit. Requesting that her \$40 deposit be refunded with interest.		Called customer and left message that deposit will not be refunded. File closed	Deposit issue
Vukovich, Steve		Estimated Billing	12/05/2002	Informal	Cust claims his bills are very inconsistent and meter was replaced in Sept.02. That bill reflected \$132.34. This month his bill reflects \$47. He has contacted the utility co about the inconsistency of this, but he never is given a good reason. Claims there are no leaks and he wants a normal bill and reading	Cust est Aug. Meter change out 10/15. Adj done 12/9.	Credit of \$91.70. Balance \$65.79. Closed.	

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Kampert, Thomas		Quality of service - Response time	12/11/2002	Informal	Cust stated that co changed his meter about a month ago and charged him. First time he called co, he was told that meter was NOT bad. Second time he was told it WAS bad. Nobody told him about the charge for testing the meter. Cust requested a copy of the meter results and co did not. Please advise of meter test results and why customer is being denied a copy of the results.	1/3 Call from Karl w/co. The results from meter test are good. All tests are within the allowable 3%. Call center has been trying to contact cust to give him update but each call it's been busy. Will continue to try to contact cust with results. Previously when cust requested test results, they were not yet in system. Co will accommodate this request.	1/2/03 Co will continue to call cust to advise of meter test results. Close.	
Fagen, Sherry		Deposits - Refunds	12/20/2002	Informal	Customer indicates that co owes her a refund on 4 accs. Will fax spread sheet that reflects the amounts owed.	Spreadsheet recvd by fax on 12/18/02. Staff reviewed info and determined that addit info is needed to process issue. Between 12/18 and 12/26 co called work # 6 times - always busy. ACC still waiting for customer's return call.		Deposit Refund issue